



QUALITY POLICY STATEMENT

FORTEX strives to be the leader in the provision of complete Fibreglass Reinforced Plastic (FRP) solutions throughout Australia and abroad. The diversity of our product range and specialized staff ensure we have the knowledge and experience to understand our client's requirements and the ability to deliver comprehensive and high-quality products and services.

The quality of our products and services is supported by our commitment towards implementing and maintaining a robust Quality Management System. We do this by:

- Meeting our customer requirements and expectations with a consistently high level of quality products and/or services that is fit for purpose.
- Ensure all our employees' work is in accordance with legislation, regulations, relevant compliance codes and our Quality Management System.
- Ensuring all our employees, contractors and suppliers are highly competent in providing reliable and proficient service to meet our customer requirements.
- Regularly reviewing the effectiveness of the Quality Management System by evaluating its KPIs and efficiency and taking the necessary corrective action when required.
- Periodically reviewing the effectiveness of our Quality Management System including this policy and communicating it to all relevant personnel.
- Maintaining an effective customer satisfaction feedback program so that we can continuously improve our products & service.
- Running regular workshops for staff to continuously enhance product knowledge and offerings, to ensure we better advise our clients.
- Ensuring materials received from suppliers maintain consistent quality and continuously meet or exceed expectations.
- Constantly seeking improvements in all areas of our business operations by developing, documenting and monitoring our work practices.
- Employing competent Quality related staff who conduct regular internal inspections and audits.
- Ensuring all staff understand how their successes contribute to the Company to facilitate a sense of ownership and belonging.

Our Quality Policy provides a framework for establishing and reviewing our Quality Objectives.

As a Company, we strive for continuous improvement with the aim of enhancing benchmarks in an effort to maintain our strong reputation as an industry leader, whilst satisfying the requirements of our customers to the highest possible standards.

GREG BUTCHER | Chief Executive Officer

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